

Workplace Alaska

Class Specification Intake Secretary

Created: 06/14/2006 by adgelston	AKPAY Code: Class Outline Cat:	Class Code: Class Range:	L0471 16
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Category: Professional	Class Title: Intake Secretary		
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Original Comments:

Added to WPAK for recruitment.

Subsequent Revision Dates/Comments:

Last Update:	EEO4:	SOC:	Census:
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Last Update Comments:**Definition:**

This position incorporates entry-level intake of complaints with the duties performed by an administrative secretary. The ombudsman Intake Secretary works under the direct supervision of the ombudsman and a journey level intake officer. This supervision is designed to introduce the intake secretary to administrative practices in state government, statutes, regulations, procedures, and the principles and techniques of intake.

Under general supervision by the Ombudsman and/or the Intake Officer, the intake secretary performs the first level complaint review in support of the Office of the Ombudsman for the legislative branch of government. The assignment consists of average difficulty and is the full proficiency level class, requiring knowledge and experience to perform various office assignments.

The Intake Secretary is the public's first point of contact with the Office of the Ombudsman. The incumbent is primarily responsible for collecting initial information about the complainant and his or her complaint. The incumbent will dispose of complaints that are clearly not appropriate for ombudsman action based on criteria and standards established in law and by the ombudsman. The incumbent may resolve complaints that require minimal intervention and recommend further action on complaints requiring more thorough review. The Intake Officer must be able to conduct sound entry level research, effective interviews of complainants and witnesses, and write clear and concise case summary dispositions.

Distinguishing Characteristics:

This position is distinguished from the Intake Officer position (17) that performs journey level investigative work on complex complaints and issues that are not yet ready for investigation before passing matters on to Assistant Ombudsman Investigators to complete full formal reports.

Examples of Duties:

Responds to inquiries by mail, e-mail, telephone or personal contact; explains office policies and procedures; recommends alternative sources of assistance, maintains records of inquiries.

Conducts intake interviews: determines the jurisdiction and timeliness of complaints; conducts interviews to establish the basis of an allegation; obtains documents and information relating to complaints.

Conducts initial complaint processing, organizes documents, determines whether a complaint may be handled as an assist or decline; and enters each complaint on a computer record.

Examines all relevant facts that the complainant provides or that are revealed in documents related to the complaint; and communicates by telephone, in person, or through correspondence with agency employees or others who may have direct knowledge about the complaint.

Conducts research of issues surrounding the complaint by using appropriate sources such as:

Office resource files and agency policy and procedure manuals;

Law library facilities and materials;

Appropriate office and state computer data bases;

Maintains office case filing system.

Consults supervisor and other employees as appropriate.

Other duties as assigned.

Is the principal secretary to the ombudsman.

Assists investigative staff as needed.

Conducts monthly audits of agency expenditures and reconciles office records with state accounting system records.

Handles procurement for three ombudsman offices.

Is primarily responsible for monitoring and maintaining the integrity of the statewide ombudsman caseload data base.

Establishes statewide standards of secretarial performance for document preparation, transmittal and storage.

Develops and manages informational outreach to state citizens.

Other duties as assigned.

Knowledge, Skills and Abilities:

Working general knowledge of the organization and operation of Alaska state and local government as well as statewide non-government resources;

Ability to make appropriate referrals, decline complaints, and assists callers with minor complaints.

Ability to adhere to time constraints established by the intake officer and, with general supervision, to correctly handle complaints.

Ability to apply appropriate legal and office standards in the processing of complaints.

Ability to establish and maintain cooperative working relationships with other ombudsman staff and with persons contacted in the performance of work-related duties.

Ability to listen and evaluate information without personal bias.

Ability to work and communicate with individuals in personal crises and in confrontive situations as evidenced by the ability to maintain control of an interview and be able to elicit factual information.

Working knowledge of data and word processing equipment.

Ability to be discrete and satisfy confidentiality requirements at all times.

Ability to communicate effectively to a wide audience as evidenced by sound writing skills, an excellent command of the English language and the ability to change styles to fit the target audience.

Ability to explain complex ideas through the written and spoken word.

Ability to meet and deal tactfully with the public.

Ability to deal with stressful situations in an appropriate manner.

Ability to understand and follow oral and written instructions.

Ability to read, comprehend, and apply written procedures.

Ability to maintain files and retrieve documents.

Ability to work independently and perform assignments with minimal direction.

Ability to organize and prioritize work.

Must have a sound knowledge of:

- practices and procedures of public administration and management that may be applicable to the ombudsman's office, including budgeting, fiscal control, personnel management, supply requisition, distribution and control, contract, travel, and employee training requirements established by state law and office policy;
- the use of office equipment and computer programs and standard business forms, both paper and electronic
- business office practices and procedures, including efficient reporting and administrative control procedures and an understanding of ombudsman office management needs and priorities; and
- the ability to understand and master, data and word processing equipment and programs including the Ombudsman Case Management System, administrative support systems, the Alaska State Accounting System (AKSAS) Quicken, Excel, and Word for Windows,

Minimum Qualifications:

Bachelors degree in any field.

OR

High school diploma or equivalent and four years of demonstrated work experience investigating, researching or analyzing information to formulate a formal determination or recommendation in a written report.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Some examples of relevant experience may include:

- constituent work in Alaska state or local government;
- information and referral;
- government experience;
- consumer complaint resolution or customer relations
- mediation or conflict resolution;
- crisis intervention;
- social service agencies;
- Other relevant volunteer or professional experience.

The Office of the Ombudsman has an unusual statutory obligation to maintain confidences. It has the obligation to maintain confidences made to ombudsman staff by both complainants and government agencies, including maintaining the confidentiality of complainant and witness identities. Additionally, the ombudsman statute provides the ombudsman and staff access to most confidential records of state government. This access has the caveat that ombudsman staff may not disclose these confidential records. All ombudsman staff are bound by these statutory requirements.

This job class is fully exempt from the requirements of the State Personnel Act and serves at the pleasure of the Ombudsman.

Minimum Qualification Questions:

Do you have a Bachelors degree in any field?

Or Substitution:

Do you have a high school diploma or equivalent?

AND

Do you have four years of demonstrated work experience investigating, researching or analyzing information to formulate a formal determination or recommendation in a written report (qualifying experience is described in the Special Note section of the job class specification)?